



## State of Utah

## Product Description

**Product Number: 4102.10.15**

# VEHICLE AND DEALER REGISTRATION SYSTEM (VADRS)

**Effective Date:** July 1, 2013  
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This system is used to administer the motor vehicle titling and registration functions as well as the vehicle dealer registration and licensing functions at the Tax Commission. The primary customers are the Division of Motor Vehicles and the Motor Vehicle Enforcement Division; however, the user community includes some county staff and third parties (such as UII, IDS, rental car companies and motor vehicle dealers). Also, the motor vehicle data is shared with multiple government agencies and third parties (i.e. DPS, DWS, UDOT, RLPOLK, etc.)

VADRS is built upon the GenTax® platform but is a separate instance of the application from the tax implementation. GenTax® is designed to support configuration of almost all aspects of the system, including returns, letters, penalty, interest, transactions, customer types, workflow, screen layouts, window flow, and much more. There are very few aspects of GenTax® that cannot be adapted to fit the way DMV and MVED run their businesses.

The remainder of this document provides information unique to this application. Please refer to the Application Maintenance and Enhancement product description for more general information that applies to all applications supported by DTS-Tax.

**The hours of support required for VADRS are listed below.**

Application	Support Hours	Days of Week
<b>VADRS Production Support (Murphy)</b>	7:00 am to 6:00 pm	Monday – Friday
<b>Nightly Batch Jobstream Support</b>	6:00 pm to 6:00 am (or end of batch job stream)	Monday – Friday
<b>Production Support during annual Legislative Session</b>		Weekend and off hours as requested

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<b>Monthly Server Maintenance</b>	6:00 pm to 10:00 pm	Sat after 3 <sup>rd</sup> Tues
<b>Maintenance Downtime</b>	12:30 am to 3:00 pm	Sunday
<b>Web Service Support (on-Call)</b>	Weeknights 6:00 pm to 7:00 am Weekends 6:00 pm on Friday through 7:00 am on Monday as on-Call	Sunday-Saturday (7 days)

## Product Features and Descriptions

Feature	Description
Title & Registration	Allows on-line, real-time titling and registration of vehicles, watercraft, off-highway vehicles, trailers and aircraft. Also allows annual renewals of registrations.
Impounds	Tracks and manages impounds of vehicles, watercraft and trailers. Also generates letters and manages vehicles for sale.
Temporary Permits	Allows purchase of various kinds of temporary permits.
Disabled Placards	Issues, prints and allows renewal of disabled placards.
Cashiering	Tracks money collected via cash, checks or credit/debit cards for each transaction. Also does drawer balancing, financial reporting, and tracks shipment openings, closings and postings for each office.
Inventory	Tracks inventory shipped, accepted, assigned to workstations and issued to owners/vehicles. Inventories tracked include titles, plates, decals, temporary permits, disabled placards and State numbers for watercraft and OHVs.
Credit Card Processing	Credit cards are processed through Verifone's eTIM process for authorization from contract agency (Paymentech). Captures, and stores electronic signature and receipt information from credit card device and allows for retrieval of receipt information. The credit card information never exists in an un-encrypted state on the State network or servers. The credit card machines exist on a separate VLAN and only interact with the eTIM server. The eTIM server resides in a PCI DMZ and communicates with the credit card machines, the VADRS workstations, and through VeriFone with the contract agency (Paymentech).
Reporting	Generates reports for counties, offices, accounting and administration to assist with the above features and the management of workflow and data integrity. Generates reports for legislative inquiries.
Imaging	Allow storing, retrieval, and printing of documents that have been imaged.
Address Validation	Validates addresses when entered.

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MVP

The following transactions can be completed using the public facing Motor Vehicle Portal or MVP

- E-Liens Financial Institutions can add themselves as a lien holder of a vehicle record. They can also release their lien electronically. They also receive electronic titles instead of paper titles.
- E-Reminders Updates VADRS with information of customers who have elected to participate in receiving an email renewal reminder instead of a printed reminder notice.
- Ordering of personalized plates.
- Reporting a vehicle sale
- Request a DMV refund
- Address Changes
- Fleet Renewals
- Renewal of Disabled Placards
- Renewal of MVED Dealer/Business and people licenses
- Sale of MVED permits
- Curbstoner reporting
- Motor Vehicle Dealer and Salesperson Directory
- Upload monthly dealer report of sales

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### Interfaces

Allows data updates from various systems that perform MV transactions via background or batch processes. These include:

- Renewal Express (REX) Renewals processed through the Internet by the public. REX is supported via a VADRS webservice.
- On The Spot (OTS) Renewals processed through emissions stations. OTS is supported via a VADRS webservice.
- TLR access stores data of what VADRS data has been accessed through the TLR application used by authorized third parties; i.e. financial institutions, private investigators, etc. (UII developed front end, data comes via a VADRS webservice.
- GenTax (fleet renewals, registrations and address changes as well as Sales Tax distribution data)
- NMVTIS On-line two way lookup of title information. Nightly files are sent and received with title transaction information.
- Drivers License and Insurite (registration cancellations) are supported via files received from and sent to Public Safety and Insurite.
- County systems (update MSRP and tax areas). This process is supported by providing daily files specific to each county and processing return files provided by the county. There are also reports emailed to the counties that contain the same detail.
- Public Safety (UCJIS) lookup of DMV data by Law Enforcement entities through a webservice.
- UDOT lookup of DMV data through a webservice.
- US Postal Service Address Change Service (ACS) (updates records with address changes registered with the Postal Service)
- NCIC Checks all title and impound records against the NCIC database to determine if vehicle has been reported stolen, and updates VADRS to prevent titles from being issued or vehicles from being sold at auction.
- E-Impounds Web service application that allows tow companies and law enforcement to enter an impound record and have it entered immediately in VADRS. This is provided through a webservice that is used by UII to provide the service to the towing companies and is also used through UCJIS to provide this capability to law enforcement.

Updates other systems with the results of activity in VADRS. These include:

- FINET (posts revenue from a day's motor vehicle transactions)
- Drivers License sends information regarding insurance revocations.

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Data Extracts	<p>Data files are sent to various other agencies and 3<sup>rd</sup> parties, including:</p> <ul style="list-style-type: none"> <li>● Public Safety (DPS MV Data warehouse)</li> <li>● ORS Bulk vehicle data</li> <li>● Moore Business Forms (Renewal mailer printing)</li> <li>● County systems (property tax transactions for vehicles with situs address in their county)</li> <li>● Workforce Services (Data warehouse)</li> <li>● R.L. Polk, Experion and Infolink (vehicle &amp; watercraft recalls)</li> <li>● Salt Lake Police Department (parking enforcement)</li> <li>● NICB (impound records)</li> <li>● MVED and Salt Lake Police Department (expired, canceled, or revoked registrations used for automated license plate recognition (PIPS))</li> </ul>
Misc. Off-the-Shelf (OTS) Software	<ul style="list-style-type: none"> <li>● VADRS utilizes 2 OTS products to perform validation functions. Verifone processes credit cards and VinTelligence validates VINs.</li> </ul>
DTS Motor Vehicle Environments provided (SQLServer and client)	<ul style="list-style-type: none"> <li>● Production (VADRS and Web services) (Full)</li> <li>● Staging (VADRS and Web services) (Full)</li> <li>● Test (VADRS and Web services) (Full)</li> <li>● Reporting (VADRS) (Full)</li> <li>● Legislative (VADRS) (Full)</li> <li>● Training (VADRS) (Partial)</li> <li>● Development (VADRS and Web services) (Partial)</li> </ul>
<b>Uptime</b>	VADRS is required to be up and operational during the hours that the DMV offices and/or the Tax Commission are open for business (8:00 am to 5:00 pm). The database is also required to be up for certain back-end processes that run during business off hours
<b>Production Support (Murphy)</b> M-F 7:00 am to 6:00 pm	DTS Production Support staff available –
<b>Nightly Batch Jobstream Support</b> M-F 6:00 pm to 6:00 am (or end of batch job stream)	<p>Nightly batch job stream runs – users need to be off the system (application data unreliable if users are accessing) – Nightly Batch Jobstream Support staff available</p> <ul style="list-style-type: none"> <li>-USTC Computer Operator available to monitor the jobstream (start jobs, call on-call support staff (i.e. application developers, DBA, etc.)</li> <li>-Application developer(s) on-call (not currently doing all of this – Fast is covering)</li> <li>-DBA on-call</li> <li>-Server support</li> <li>-USTC Printer support</li> </ul>
<b>Production Support (On-Call)</b> Weeknights 6:00 pm to 7:00 am Weekends 6:00 pm on Friday through 7:00 am on Monday as on-Call	DTS Production Support staff on-call to support Law Enforcement and Utah Interactive via web-service.

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<b>Production Support during annual Legislative Session</b> weekend and off hours as requested	Production online application available with DTS Production Support staff on-call – application developer(s), DBA, servers, desktop support, ...
<b>Monthly Server Maintenance</b> Sat after 3 <sup>rd</sup> Tues 6:00 pm to 10:00 pm	Application downtime for production server maintenance and Microsoft patch updates
<b>Maintenance Downtime</b> Sun 12:30 am to 3:00 pm	VADRS Maintenance downtime – database maintenance, full backups

## Features Not Included

Feature	Explanation
User Training	DTS support does not include the updating of user training manuals or user training. DMV has a training group that provides this service.
Application Help Desk	DTS support does not include a front-line application help desk. This is handled through the Branch Office Support Group within Tax/DMV.

## Ordering and Provisioning

Feature	Explanation
Priority Process	VADRS users and/or DTS support personnel report application bugs and desired enhancements in TestTrack. These are then discussed and prioritized in a formal Priority process by the Priority Committee. The committee is comprised of representatives of the Tax Commission as determined by Agency Management, and the DTS-Tax Applications group. The committee meets weekly to discuss new requests and reported bugs, determine priorities and make assignments to the current release or a future release.

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### Background Activity

There is a basic level of background activity required of the development staff to keep the application and its interfaces functional on a day to day basis. The tasks that make up this activity are spread across development staff, but when totaled consume more than one FTE. A list of the primary tasks follows:

- Management of various interface related file transfers
- Overseeing the title and registration print functions
- Answering questions / resolving problems for Branch Support and others
- Cleaning up data / resolving issues coming from UI (REX, OTS, etc.)
- Providing technical support for DMV system administrators and DMV Branch Support.

## DTS Responsibilities

Providing back-up support for DMV Branch Office Support during hours when DMV Branch Offices are open for business. This includes adjusting the work shifts of DTS support persons to accommodate the extended branch office hours and the time it takes CSRs to balance and close their cash drawers at the end of the day.

Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.

Ensure appropriate changes are made in other applications and interfaces to and from VADRS to keep them in sync with changes being made to the VADRS application. Coordinate testing with these ancillary systems.

Assist VADRS Application Administrators in defining requirements for enhancements and legislative changes. Raise issues to Tax management when decisions need to be made related to how a change should be implemented from a business perspective.

Define technical requirements for enhancement requests and legislative changes.

Perform back-end database updates to fix bad data causing problems in the application.

Provide project management for VADRS Releases.

Perform the first round of testing and run DTS regression tests on VADRS migrations.

Communicate changes being made to the VADRS application to 3<sup>rd</sup> parties that interface with the VADRS application. Coordinate testing of the interfaces with these applications. 3<sup>rd</sup> Parties and other DTS State agencies that need to be made aware of changes include: (for list see Interfaces)

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Evaluate proposed legislation with respect to its impact on the VADRS application. Identify changes to the application necessary to implement the legislation and estimate the DTS effort required to make the changes.

Maintain other systems needed to support the VADRS application: Those DTS/Tax is responsible for include Remittance Processing (payments, refund returns), Scanners & J&B software (returns, payments).

Provide Database support to ensure database instances are operating during hours when the application needs to be up and to run back-end and batch process for VADRS interfaces. (See DTS/Tax SQL Server support product).

Provide server hosting support for the various instances of the VADRS database needed to support the development, testing, staging and production environments and application, Reporting Database. (See DTS/Tax Infrastructure server support product).

Provide management and administration for 3<sup>rd</sup> party applications that support the DTS development and change management processes. This includes TestTrack (change request tracking and management).

## Agency Responsibilities

Define business requirements for changes being requested in the VADRS application.

Request required reference table changes to support new transactions, forms and other approved changes for VADRS releases.

Report bugs discovered in the application in TestTrack. Identify what the user was doing when the bug occurred, any error messages encountered and steps to reproduce the problem.

Perform System Testing of each VADRS release, paying particular attention to bug fixes and requested enhancements that have been assigned to the release. Report any errors found using a STIR (System Test Interruption Report).

Run user regression tests on each VADRS release and report any errors found on a STIR.

Evaluate quality of each VADRS release and give final approval to rollout the release.

Report production problems to a DTS VADRS support person.

Update training manuals to reflect changes being made to the application. Train VADRS users as necessary for rollouts of releases.

Develop and conduct training classes, on-going and for new rollouts and releases.



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Create and distribute release notes to inform VADRS users of changes in upcoming releases.

Provide an Application Help Desk for VADRS and MVP.

Provide Operators for nightly jobstream and printing.

Provide application help desk support to CSRs in DMV Branch Offices.

**DTS Service Levels and Metrics**

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Hours of operation for on-line operations are 7:00 a.m. to 6:00 p.m. Monday through Friday. To cover this extended work week key DTS staff work a staggered schedule or incur overtime as needed. Also, some MV dealerships and IDS perform motor vehicle transactions on Saturday with the understanding support is not available should problems arise.

Batch processing windows vary during the month and are coordinated through the change management process within DTS-Tax. These should be scheduled to complete before offices open so as not to affect production performance during the normal State business hours.

As a retail, over-the-counter operation the DMV branch offices expect quick response to problems as they arise. DMV Branch Support personnel should be able to reach a DTS support person, if needed, within minutes. Generally, by the time they are trying to contact a DTS backup support person, they have already tried several things on their own and they have a customer waiting on the other end of the phone.

VADRS Releases are deployed on time as agreed upon with the Tax Commission Management.

VADRS releases are complete. They include all bug fixes and change requests identified as business drivers for the release and as many other priority 2, 3 and 4 requests (as prioritized by the agency) that can be accomplished in the time allowed.

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
VADRS On-Line Available 24X7	99%

### Resolution Time:

Resolution time measures DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
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Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0-5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied



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